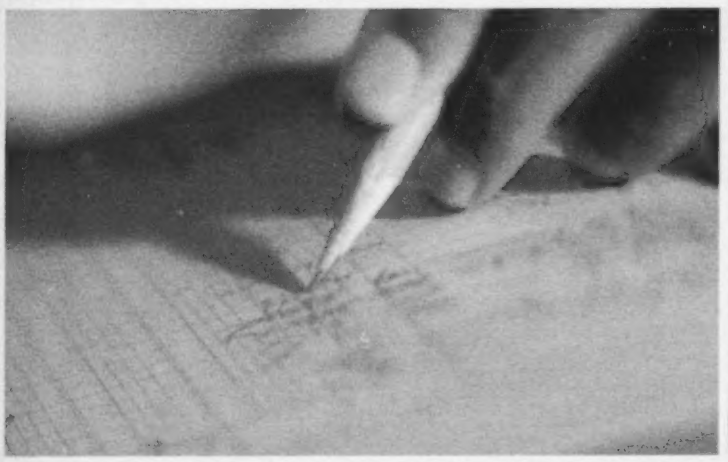

INDUSTRY PROFILES

Business, Building and Other Support Services Industry

July 2011

Government of Alberta
Employment and Immigration

Overview:

The Business, Building and Other Support Services industry[1] includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies which provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

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[1] North American Industry Classification System (NAICS) major groups 55 and 56

Section A: Business Environment

1. 2010 Employment and Unemployment Numbers and Rates:

	Alberta	Business, Building and Other Support Services Industry
Number of employed	2,016,600	72,900
Percent employed in the industry		3.6%
Number of unemployed	140,700	6,600
Unemployment rate	6.5%	8.3%

Data Source: Labour Force Historical Review 2010, Statistics Canada

For more information on employment numbers or for a historical comparison, please go to the Labour Force Statistics[2] or Statistics Canada[3] websites.

2. Industry Growth:

- Employment in the Business, Building and Other Support Services industry is expected to grow on average 3.3% annually from 2010 to 2013.

For more information, see the *Alberta Modified Canadian Occupational Projection System (COPS) Outlook 2009 – 2013, Industry Employment Outlook*[4] online and the Alberta Learning Information Service (ALIS)[5] website's industry descriptions.

[2] See http://www.employment.alberta.ca/BI/67.html
[3] See http://www.statcan.gc.ca
[4] See http://www.employment.alberta.ca/documents/LMI/LMI-LMF_2009-13_cops.pdf
[5] See http://www.alis.alberta.ca

Trends and Outlook

According to Statistics Canada's National Economic Accounts, the Business, Building and Other Support Services industry accounted for 4.6% of Alberta's Gross Domestic Product in 2010, up from 3.8% in 2000. Its share of Alberta's total employment increased from 3.3% in 2000 to 3.6% in 2010.

Employment increased by 6.7% in 2010 compared to 2009. Over the last ten years, employment has increased by 38.1% from 52,800 people in 2000 to 72,900 people in 2010.

According to *Alberta Occupational Demand Outlook 2011-2015*, employment growth in the Administrative services managers and Administrative support clerks occupations is expected to be at or better than 2.7%, the average for all occupations.

3. Size of Businesses in Alberta and the Industry:

Establishment Size	Alberta Businesses		Business, Building and Other Support Services Businesses	
	Number of Employees	%*	Number of Employees	%*
Less than 20 employees	605,200	36.2%	24,600	47.6%
20 to 99 employees	565,800	33.8%	17,800	34.4%
100 to 500 employees	309,300	18.5%	7,000	13.5%
Over 500 employees	193,200	11.5%	2,300	4.4%

Data Source: Labour Force Historical Review 2010, Statistics Canada

* Percentages may not add up to 100 due to rounding.

Note: Statistics Canada's survey methodology for determining establishment size differs from the one it uses in the Labour Force Survey to determine total employment. As a result, the total number of employees by establishment size will not be the same as total employment in the industry, except by coincidence.

Section B: Human Resources Profile

1. Occupational Information:

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles[6] website.

2. Demographics: Age and Gender:

According to the Labour Force Survey, the gender breakdown in the Business, Building and Other Support Services industry is as follows:

- women employed: 36,400 people, or 49.9%
- men employed: 36,500 people, or 50.1%

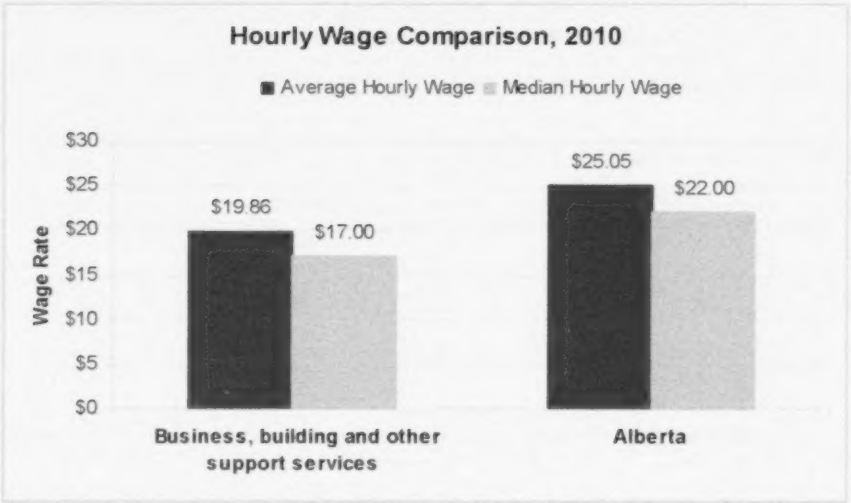
In Alberta, women accounted for 45.1% and men made up 54.9% of the total employment.

Age Characteristics	Alberta Employees		Business, Building and Other Support Services Employees	
	Number	%	Number	%
15-24 years	314,500	15.6%	11,000	15.1%
25-54 years	1,381,500	68.5%	50,400	69.1%
55 years and over	320,600	15.9%	11,500	15.8%

Data Source: Labour Force Historical Review 2010, Statistics Canada

[6] See http://www.alis.alberta.ca/occinfo

3. Wages:



Data Source: Labour Force Historical Review 2010, Statistics Canada
Note: The average hourly wage is obtained by dividing the sum of the wages of all the employees by the total number of employees. The median hourly wage is that wage below which half the employees earn and above which half the employees earn.

Wage and Salary Information for Selected Occupations

Occupation	Average Hourly Wage			Annual Average Salary
	Starting Average	Overall Average	Top Average	
Customer service, information and related clerk	$ 13.03	$ 14.49	N/A	$ 29,051
Financial auditor and accountant	$ 18.49	$ 24.08	$ 37.27	$ 47,217
Conference and event planner	$ 23.33	$ 27.35	$ 29.75	$ 53,824

Data Source: 2009 Alberta Wage and Salary Survey
Note: N/A is reported in instances of insufficient response.

For information on wages, refer to the WAGEinfo[7] website. For job descriptions, duties, required skills and education requirements for specific occupations in the Business, Building and Other Support Services industry, visit the ALIS[8] website.

[7] See http://www.alis.alberta.ca/wageinfo
[8] See http://www.alis.alberta.ca

Section C: Additional Information

Links to Selected Industry Associations:

- Canadian Security Association
  (http://www.canasa.org)
- Association of Canadian Travel Agencies
  (http://www.acta.ca)
- Edmonton Waste Management Centre
  (http://www.ewmce.com)